



B & B OUTDOOR SERVICES, P.O. Box 851022, Westland, MI 48185-6122
Phone (313) 415-9775 www.BBoutdoorServices.com Email: sales@BBoutdoorServices.com

2013 Season Startup Form

Review and complete to reserve your spot on our 2013 schedule

1

Review Your Service Plan

Review the enclosed *Service Plan Overview & Prepay Option* to see the proposed services for the upcoming season. Keep in mind, prepaying for all your services is not mandatory, but is worth the savings. Contact us to make changes to your plan or to report a potential error.

2

Fill in Your Contact Information to Update our Files

*Required – Please fill out whether or not you think our current contact info on file is correct.

*Email: _____ we will **NOT** send you junk emails

*Primary Phone: _____ home work cell

Secondary Phone: _____ home work cell

3

Choose Payment Method

All customers are now required to prepay or be on automatic billing with a credit card or bank account. You may request an exception by phone (313) 415-9775, but it will have to be approved by the owner.

Check One:

PREPAY AT A DISCOUNT (Review enclosed prepay letter and return payment stub with a check)

AUTOMATIC BILLIING (Fill in one payment method below. Payment applied every 2 weeks or at a balance of \$50 or more. Email confirmations sent every time payment is processed)

<u>Bank account</u>	<u>Credit/Debit Card</u>
Attach a voided check OR fill in below:	
Account # _____	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard Exp Date: _____
Routing # _____	Card # _____
Bank _____	Name on Card _____
<input type="checkbox"/> Checking <input type="checkbox"/> Savings	

4

Read Terms and Conditions

A copy was included on the back of the *Service Plan Overview & Prepay Option* for you to keep! Post it somewhere visible, so that you can easily reference it.

5

Sign and Return Entire Form (See other side)

- I agree to the B & B Outdoor Services Terms and Conditions and the prices and services outlined in the attached Service Overview.
- (For Auto Bill Clients) I authorize B & B Outdoor Services to withdrawal funds from my credit card/bank account as payment for services rendered.

Print Name _____ Address _____

Signature _____ Date _____



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B & B OUTDOOR SERVICES Terms and Conditions

B & B OUTDOOR SERVICES (hereinafter referred to as "Contractor") will provide all necessary services and materials to complete all jobs. Work will be performed in a professional manner according to industry standard practices.

Lawn Maintenance

1. Contractor will come for every service date. If the lawn is not in need of cutting (based on Contractor's best judgment) upon arrival, Contractor will perform a value replacement service with an equal or lesser value of the cutting. Examples:
 - Collect and remove Sticks/Debris
 - Hedge trimming
 - Manage Bed Weeds
 - Fluff mulch
 - Manage excessive overgrowth
2. If Customer wishes to cancel a scheduled service for a given week, 48 hours notice must be given. **Customer will pay a \$5 rescheduling fee for every visit cancelled/rescheduled.**
3. **Service cannot be cancelled once Contractor has arrived at the property. If Customer does not want the lawn cut upon Contractors arrival, the Customer may substitute the cutting with a different service that is not already scheduled or Customer will be charged a \$10.00 drive by fee.**
4. If Customer chooses to decrease the number of service visits, the price per visit may increase.

General Policies

5. Customer can elect to cancel his/her account at any time given one weeks notice.
6. Customer agrees to promptly notify the Contractor in writing of any dissatisfaction with the service to insure that service is performed as agreed. Customer must notify Contractor within 48 hours of any damages. Failure to report damages within 48 hours constitutes a waiver, and Contractor is released from liability.
7. If Contractor arrives at a Customer's property to provide service, but work is not needed due to service being performed by another party, Contractor will charge Customer regular service amount for work Contractor arrived to do.
8. Before Contractor arrives to complete service, it is the Customer's responsibility to ensure that the property is free of toys, hoses, portable sprinklers, animal waste and other objects that interfere with the maintenance of the lawn. Contractor will not be responsible for damage caused to or by such items left on the property. Contractor reserves the right to refuse service if the property is not cleared prior to arrival. An extra fee may be charged if foreign objects impede the work which is to be performed by us such as vehicles, debris, etc. All gated areas must also be accessible and unlocked. *For the safety of your pets, Please pick up any animal waste before your servicing day.* The mowers can pick up and transfer diseases from house pet to house pet. Not to mention our employees' health and well-being.

Payments

9. Customer will pay for services rendered, upon completion. Any collection costs including attorney fees and court cost will be the responsibility of the Customer.
10. Any returned payments will be charged an additional \$25.00 service fee, per occurrence.